

Comparisons of Job Characteristics

Focus Occupation: [Customer Service Representatives \(43-4051\)](#)

Associated Occupation: [First-Line Supervisors of Personal Service Workers \(39-1021\)](#)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

| | |
|----|--|
| << | Focus occupation element is much lower |
| < | Focus occupation element is lower |
| 0 | Focus occupation element is at a similar level |
| > | Focus occupation element is at a higher level |
| >> | Focus occupation element is at a much higher level |

Knowledge

Similarity of Focus Occupation to Associated Occupation: 49

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: First-Line Supervisors of Personal Service Workers (39-1021)

| Associated Occupation's Key Knowledge Elements | Average Rating, All Occupations | Associated Occupation's Rating | Focus Occupation's Rating | Evaluation of Focus Occupation | |
|--|---------------------------------|--------------------------------|---------------------------|--------------------------------|---|
| Psychology | 6.4 | 17.3 | 3.1 | << | Extensive education and/or training may be required |
| Education and Training | 9.2 | 17.1 | 3.9 | << | Extensive education and/or training may be required |
| Administration and Management | 8.4 | 14.5 | 4.5 | << | Extensive education and/or training may be required |
| Therapy and Counseling | 3.8 | 13.6 | 1.7 | << | Extensive education and/or training may be required |
| Public Safety and Security | 6.9 | 12.3 | 3.7 | << | Extensive education and/or training may be required |
| Personnel and Human Resources | 5.6 | 10.0 | 2.8 | << | Extensive education and/or training may be required |
| Economics and Accounting | 4.4 | 8.1 | 3.6 | << | Extensive education and/or training may be required |

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 88

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: First-Line Supervisors of Personal Service Workers (39-1021)

| Associated Occupation's Key Skills Elements | Average Rating, All Occupations | Associated Occupation's Rating | Focus Occupation's Rating | Evaluation of Focus Occupation | |
|---|---------------------------------|--------------------------------|---------------------------|--------------------------------|--|
| Social Perceptiveness | 9.1 | 12.1 | 9.1 | << | Extensive development of skills in this area may be required |
| Time Management | 8.9 | 11.8 | 8.3 | << | Extensive development of skills in this area may be required |
| Coordination | 9.1 | 11.6 | 9.3 | < | A higher skill level may be required |

| | | | | | |
|-----------------------------------|-----|------|------|----|--|
| Management of Personnel Resources | 6.9 | 11.0 | 5.6 | << | Extensive development of skills in this area may be required |
| Service Orientation | 7.9 | 10.7 | 11.6 | 0 | Current skill level may be sufficient |
| Persuasion | 7.4 | 9.8 | 10.6 | 0 | Current skill level may be sufficient |
| Negotiation | 6.8 | 9.0 | 9.0 | 0 | Current skill level may be sufficient |

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

| Abilities | | Similarity of Focus Occupation to Associated Occupation: 90 | | | |
|---|---------------------------------|---|---------------------------|--------------------------------|--|
| Focus Occupation: Customer Service Representatives (43-4051) Associated Occupation: First-Line Supervisors of Personal Service Workers (39-1021) | | | | | |
| Associated Occupation's Key Abilities Elements | Average Rating, All Occupations | Associated Occupation's Rating | Focus Occupation's Rating | Evaluation of Focus Occupation | |
| Oral Expression | 12.4 | 14.4 | 13.3 | 0 | Current ability level may be sufficient |
| Oral Comprehension | 12.5 | 13.7 | 13.1 | 0 | Current ability level may be sufficient |
| Problem Sensitivity | 11.1 | 12.3 | 10.0 | < | Some improvement in abilities may be required |
| Written Expression | 9.8 | 11.4 | 11.0 | 0 | Current ability level may be sufficient |
| Speech Clarity | 10.2 | 11.1 | 11.8 | 0 | Current ability level may be sufficient |
| Speech Recognition | 9.9 | 10.7 | 11.8 | > | Current ability level is likely sufficient |
| Written Comprehension | 11.0 | 10.3 | 10.8 | 0 | Current ability level may be sufficient |
| Time Sharing | 6.6 | 8.8 | 5.8 | << | Extensive improvement in abilities may be required |
| Trunk Strength | 5.7 | 7.7 | 1.3 | << | Extensive improvement in abilities may be required |

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

| Activities that Both Occupations Have in Common | | Similarity of Focus Occupation to Associated Occupation: 62 | |
|---|--|---|--|
| Focus Occupation: Customer Service Representatives (43-4051) Associated Occupation: First-Line Supervisors of Personal Service Workers (39-1021) | | | |
| Work Activities | | Exclusivity of Activity | |
| Conduct training for personnel | | 30 | |
| Prepare reports | | 8 | |
| Resolve customer or public complaints | | 54 | |

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus
Occupation to Associated
Occupation: 88

Focus Occupation: Customer Service Representatives (43-4051)

Associated Occupation: First-Line Supervisors of Personal Service Workers (39-1021)

| Tools and Technologies | Exclusivity |
|--|-------------|
| Business function specific software | 1 |
| Computer printers | 2 |
| Computers | 1 |
| Content authoring and editing software | 1 |
| Duplicating machines | 6 |
| Finance accounting and enterprise resource planning ERP software | 2 |
| Industry specific software | 1 |
| Information exchange software | 1 |
| Network applications software | 1 |
| Personal communication devices | 2 |

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.